

Championing **Changing Places** Together

Telephone: **020 7696 6019**

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Changing Places

Campaigner Information Pack



Brought to you by
Changing Places & Aveso Ltd

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Introduction

Firstly, thank you for your interest in Changing Places.

With your help, we can play a part in transforming the lives of thousands of people who are unable to use standard toilets.

This information pack is designed to support you with your journey to installing a Changing Places and provide you with useful tips and case study examples of how you can become a successful campaigner.

What are Changing Places?

In the UK, over 230,000 need personal assistance to use the toilet or change continence pads.

Changing Places toilets are life changing facilities which allow many thousands of people with profound and multiple learning disabilities as well as those with other serious impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or an acquired brain injury to use the toilet comfortably and with dignity.

Without Changing Places, loved ones are often cared for on dirty toilet floors, backs of cars or inappropriate and unsafe baby change areas. The alternative is to stay at home.

Sadly this is a reality for so many people but with the help of dedicated campaigners, the Changing Places campaign is going from strength to strength and many tourist attractions, supermarkets, Airports, Hospitals, Stadia and many more places are more accessible than they once were. This all means that many more people can enjoy the activities so many people take for granted.

We want to see images like the one of [Joshua Wilson](#) below on the left become a thing of the past. He is just one of thousands of people who need Changing Places as shown the image on the right.



"Everyone deserves dignity when they are out and about" – Mrs Evans

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Who are the Changing Places Consortium?

The Changing Places Consortium is a group of organisations working to support the rights of people with profound and multiple learning disabilities to access their community.

The Changing Places Consortium is campaigning for Changing Places toilets to be installed in big public places and is made up of the following members

[Centre for Accessible Environment](#)

[PAMIS](#)

[Mencap](#)

[Nottingham City Council](#)

[Dumfries & Galloway Council](#)

[Scottish government](#)

Who are Aveso?

[Aveso](#) has been set up expressly to offer a complete service for Changing Places facilities and is a joint venture between [Astor Bannerman](#) and [OpeMed](#); both industry-leading players with over 20 years' experience in specialist disabled toilets and changing equipment.

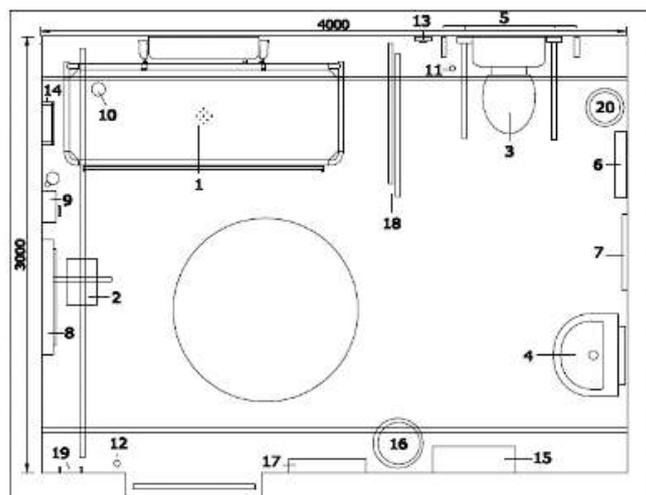
Since 2013, Aveso has been the proud sponsor of the Changing Places campaign working to make the specification and implementation of Changing Places disabled toilets and equipment a seamless and simple task.

Starting with free impartial expert advice through every stage of design, supply, installation and maintenance of the equipment needed.

Aveso is a dedicated company which has specialist expertise in Changing Places and specialist equipment, our mission together is to help the Changing Places Campaign achieve its target of 1,000 registered Changing Places Toilets within the next three years.

Together, we are all committed to Making Changing Places Happen!

**Example of a Changing Places Facility
BS8300:2009 (3m x 4m)**



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Meet the Team

We are here to support and help you!

As the official sponsors of the Changing Places campaign, Aveso work extremely closely with the Changing Places team to make sure we support campaigners, venues, architects and building contractors. This close relationship enables us to offer the bespoke packages to suit often complex needs and challenging environments.

Our aim is to make the provision of a Changing Places toilet facility seamless and easy, starting with free impartial expert advice through every stage of design, supply, installation and maintenance of the required equipment.

So who are the people behind Aveso and Changing Places?

Here are a few of the people you may meet or speak with along your Changing Places journey.



Mike LeSurf

Changing Places Development Officer

ChangingPlaces@mencap.org.uk

"As the development officer for the Changing Places consortium it is a real pleasure to work with campaigners across the UK and our campaign sponsors Aveso. We are all working together with developers and providers to make sure that the number of Changing Places toilets in public places increases year on year. The first Changing Places Conference is a landmark event and a credit to the campaigners who have worked so hard over the past ten years."



Clare Lucas

Activism Lead

ChangingPlaces@mencap.org.uk

"The Changing Places campaign was one of the campaigns that most attracted me to work at Mencap as it had a simple message that everyone could understand; nobody should be changed on a toilet floor. I've really enjoyed getting more actively involved in the campaign over the last few years and am constantly inspired by the incredibly passionate campaigners we meet and hear from. The Conference will be a great opportunity to celebrate everything the campaign and the committed campaigners behind it have achieved so far, and looking to the future."

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Wendy Payne

Aveso Project Advisor – North UK

Astor-Bannerman (Medical) Ltd Marketing Manager

wendy.payne@astorbannerman.co.uk

"Since working with Aveso and the Changing Places team, toilets have become a real passion inside and outside work! Seeing how challenging life can be for users and their families is hard and just drives me on to help make a difference. As Marketing Manager for Astor-Bannerman for over 7 years, I've built a real understanding of assisted bathing and care equipment and seen how we can help to change lives. With success stories in places such as Liverpool FC, Sheffield Hospital and Tesco, I'm excited about the future of Changing Places."



Lucy Hemingway

Aveso Project Advisor – South UK

OpeMed (Europe) Ltd Marketing & Business Development Manager

lhemingway@opemed.net

"Changing Places is a campaign which has resonated with me from the start. I would have never thought that a specialist toilet could help to impact and change so many thousands of people's lives, offering a sense of freedom and choice which should be anyone's right in the first place. As 1/2 of Aveso, I have naturally become very passionate about Changing Places and the potential it offers to users and establishments to pave a more accessible pathway. Changing Places pioneers such as Arsenal FC and Tesco have shown that it is now just a matter of time before Changing Places become a common place installation. Here's to the next 700!"

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Meet the Campaigners

Many people who are affected directly or indirectly through a disability in their lives are avid campaigners for the Changing Places cause because they know they are often the difference between going out and not.

There are many Changing Places champions and campaigners but here is a small insight into just a few of our Changing Places friends.



Bethan and Lowri

Lowri is 12 years old and has a condition called Rett Syndrome which means she is totally dependent on her family for all activities of daily living.

Mum Bethan and her two daughters Elin and Lowri were over the moon when they spent a girls' day out in Nottingham City Centre recently. Like many other families they went shopping and had lunch in a café, followed by an afternoon at the theatre. This may not sound like an unusual story, but for mum Bethan and her family it is the first time in years that this has been possible, thanks to Nottingham City Council's decision to install Changing Places toilets.

Lowri has profound and multiple learning disabilities due to Retts syndrome. She is a wheelchair user with no independent mobility and needs complete 24-hour support with all aspects of her care. Lowri wears continence pads which need to be changed in a Changing Places toilet, like those in Nottingham. The facilities have plenty of space and provides a height adjustable changing bench where Lowri can be comfortably laid down, and a hoist to allow her to be lifted from her wheelchair on to the bed.

"We used the Changing places toilet on Saturday and it was brilliant!" Bethan enthuses. "Lowri was very comfortable when we used the changing bench and the whole place was spotless. I was able to take Elin and Lowri shopping for school clothes in the morning, have lunch and then go straight on to the theatre, just like anyone else would have done."

As Bethan explains, this is a far cry from the family's usual experiences:

"Without Changing Places toilets it is a nightmare. We try to plan our days around being home for mealtimes because Lowri needs to go to the toilet, meaning we can only spend a few hours away from home. We have a large mat which we carry around in case we have to change her when we are out. We put this down on the floor of 'disabled' loos and just muddle through – we have countless experiences at eye level of disgusting toilet floors."

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Bethan and Lowri play a major part in our campaign nationally and are actively campaigning for more Changing Places toilets in local Country Parks and Hospitals so that their whole family can continue to do the things most of us take for granted.



Dawn and Josh

Early 2014, Dawn Fidler, Josh's mum, told us all about her incredible son Josh, and why they are working with the Changing Places campaign...

"One of the most amazing things about our boy is his smile. Despite being critically ill in intensive care at Christmas and, still on a slow recovery he continues to smile. I feel I owe it

to his sheer strength of will & determination, to keep believing in him and keep fighting to make the world a better place for him and other families like ours.

We launched The Joshua Wilson Brain Tumour Charity in August 2013, celebrating Josh's 13th Birthday, with the dual aims of providing financial help and advice & support to children with brain tumours and post-surgery disabilities, as well as making the world 'changing friendly.' Joshua's brain tumour was discovered when he was three and a half years old. It was the essential, life-saving surgery that left him with neuromuscular disabilities resulting in him needing one to one care & support for all aspects of his life.

We've always talked about the 'changing' issue. We are naturally a very independent family - when Josh is well he's always busy with activities at his special needs school, getting involved with the charity or going to watch football & gigs and listening to his favourite music. As he's got older and bigger - he's 13 now - Josh doesn't fit onto the baby-sized changing benches, so we have to wedge his buggy underneath so it doesn't snap & struggle, its either that or change Josh on a dirty toilet floor. On a few occasions I have found I haven't the strength to lift him back up, so have had to call on a member of the public to help. This is embarrassing for Josh. Like any young boy, he values his privacy and his dignity.

We only came across the Changing Places campaign as we were launching our charity, and decided to get in touch because we share such similar aims and, together we will be stronger. Our dream would be for a changing places toilet in every area and that decision-makers and businesses will work with groups and campaigners like ours to raise money and to raise awareness.

There is certainly a long way to go before we will see all the changes we dream of but in the meantime I think the right attitude is so important.

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Our job is not to point fingers, but to work together, raise awareness and provide solutions. Most people who meet Josh, and understand what life is like for him, quickly come around to his way of thinking."



Sam and Alfie

Alfie's mum, Samantha Buck, shares her experiences, explaining why she often has to change her son on the floor of a public toilet.

"My name is Samantha Buck and I am a mum of 3. My youngest son is 7 Years old and was born with quadriplegic cerebral palsy (massive brain damage) due to being starved of oxygen at birth. We go into Town on a regular basis to shop, have lunch, and meet up with other mums for coffee with their disabled children/teenagers in same situation. When he was 5 years old we were given a RADAR key to access the disabled toilets in Horsham which I was very pleased with, until I actually used the disabled toilet I realised that "disabled loos" are not for the severely disabled/elderly, they are for the limping/walking with sticks or wheelchair users with upper mobility and can get themselves onto a toilet.

If you are severely disabled or paralysed, you need carers to lift you out of the wheelchair and place you on a flat surface to have your continence pad changed.

This is what I am forced to do with my 7 seven year old son, I have to lay him on a urine soaked floor inside the disabled loo, with the 2nd carer standing outside with the wheelchair they have to pass to me the changing accessories through the open door for all passers by to view, this is one of the most awful experiences I have to face every time I come into Horsham Town."

Alfie is not alone. Thousands of young people like him have no option but to be lifted onto the floor of a public toilet, to be changed. The person changing them needing to first wipe clean the floor, the best they can, and kneel or place down blankets (which then must also be carried around and later washed). Many children and adults, with a range of impairments and continence needs, require Changing Places toilets.

Raising awareness does help as Samantha explains,

"I approached our local council, MP and councillors, and posted a picture of my son laying on the toilet floor on our Town Facebook Page and 'boom' people had no idea that severely disabled people have this awful situation to deal with. Then people wanted to do a story.

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I have been on BBC Sussex and Surrey Radio, Spirit Fm, and BBC South Today News on the TV, since then our home town are putting in two Changing Places toilets, but it is left up to the families to approach their local Council and rally awareness."

Samantha is one of many people who are encouraging others to sign [petitions](#) for more Changing Places toilets.



Margaret and Julie

Julie is a young woman who lives in Staffordshire. She has profound and multiple learning disabilities, meaning that both her physical and learning needs are very complex.

Julie needs 24-hour support with all aspects of her care, including going to the toilet. She enjoys going shopping and out for coffee and loves going on holiday with her mum Margaret and other family members. Through campaigning with her brother Tony there has been an increase in the number of Changing Place at UK Airports. Alas the only Airport outside the UK to have one is Munich.

Julie and Margaret need Changing Places toilets – with an adult-sized height-adjustable changing bench where Julie's pad can be changed, and a hoist to lift Julie from her wheelchair to the bench. They also need plenty of space.

Margaret explains, *"We used to be given space to change Julie on the floor of the room where they stored body bags but this was converted into retail space."*

Success has given us more determination to achieve Changing Places everywhere. We have had them installed in arenas, towns and hospitals. With the help from airlines, our hopes are to educate the rest of the world!"

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Campaigning for Changing Places

Do you want to help raise awareness of Changing Places and start your own campaign?

Changing Places should be provided in addition to standard accessible toilets. Without Changing Places, people with a disability have to stay at home or their family and/or carers have to resort to changing them on dirty toilet floors or other unhygienic and undignified places.

It may seem daunting but there are lots of ways you can get started and after all, there wouldn't be as many Changing Places as there are today without Changing Places supporters making their voices heard so campaigning really does work.

However we need more across the country and if you are thinking of taking action, please remember, you're not alone and there is a community of people out there to help and support you.

You can download the full information campaign packs on the Changing Places website at www.changing-places.org/get_involved and here are a few suggestions of how you can get involved

Run a Local Campaign...

There are 6 steps you can take to start and run your own local campaign

1: Get a campaign group together

Get friends and family involved and make contact with local charities. You can also contact disability, access and parents' groups for additional support.

2: Decide on your campaign aims

Assign responsibilities to people in your group to help spread the work. Then decide how many and which specific venues to target.

3: Build your case – collecting information for your campaign

Gather information to help your case and show the importance of Changing Places. This should include the Moral, Business, Political and Social Case. It's also useful to include statistics, case studies and technical information from [Aveso Ltd.](http://www.aveso.co.uk)



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4: Approach the right people

This includes people who are building new venues, local authorities, hospitals, Councillors and your MP as well as local businesses. It can also help to inform the local media for additional publicity.

5: See things through – get Changing Places toilets installed

Maintain good relationships and be diplomatic but persistent. Ask for regular updates and check they have been in touch with Aveso for technical and equipment specification and support.

6: Celebrate success!

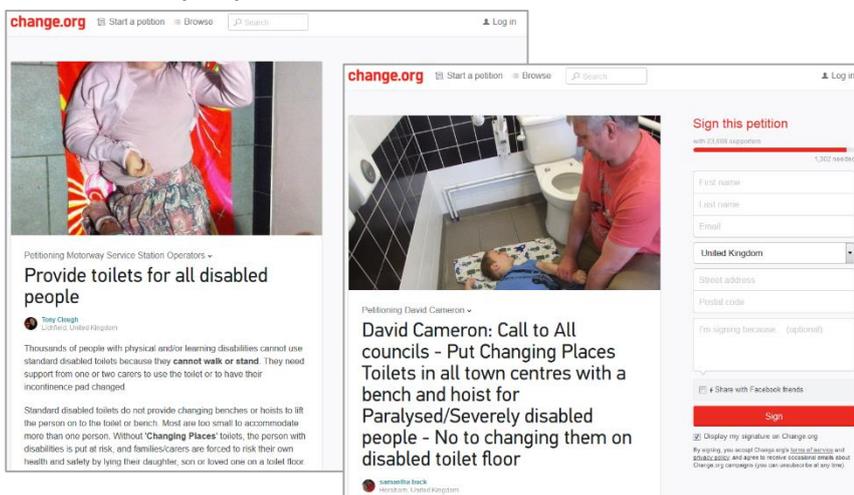
Hopefully you will be successful in your campaign so make sure you thank the people involved and tell everyone about it. Tell the Changing Places team, local media, schools, day centres and charities. Remember that with your help, you have played a part in changing lives.

Petitions...

Petitions are a great way to gather support and get your voice heard and campaigners have had success in raising awareness through them. A good place to set up a petition online is www.change.org.

Include as much information as possible and post regular updates on your progress. Social Media routes are particularly good places to share your new petition so engage with relevant people, companies, charities and organisations and encourage them to sign.

[Samantha Buck](#) and [Tony Clough](#) have set up petitions for more changing places in their local areas and motorway service stations and have been used to show the positive impact Changing Places have on people's lives.



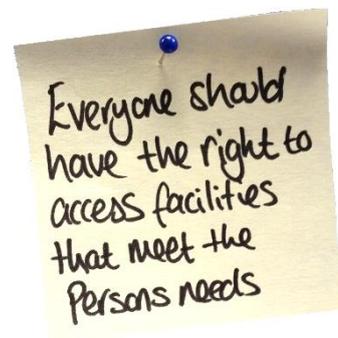
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Write to the Government where you live...

Writing to your local MP (England) / MSP (Scotland) / AM (Wales) is another way to support the Changing Places campaign and MPs have to respond to their letters from their constituents.



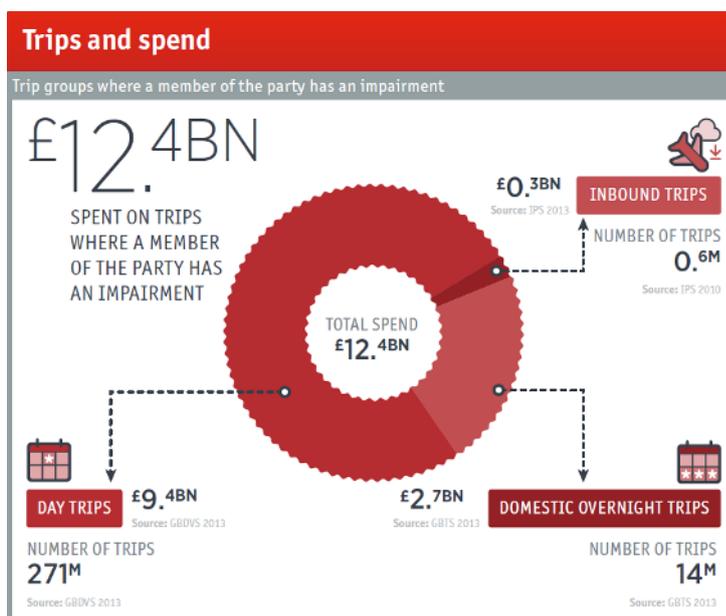
Tell your MP:

- Who you are
- Why you are interested in this issue (maybe you are disabled yourself, or you have a relative or friend who needs Changing Places toilets)
- What the Changing Places campaign is
- What you want

You can find the details of your local MP/MSP by visiting www.writetothem.com and submit your letter online.

Explain the Business Potential...

According to a recent study by Visit England, the provision of Changing Places toilets in tourism venues and attractions can really increase accessibility and volume of visitors which in turn help businesses tap into the 'Purple Pound' and increase revenue. This is something you can explain to help businesses understand the potential. After all, it's not just disabled visitors they're missing out on, it's their family and friends too!



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Broadcast your Case...

You'd be surprised how easy it is to get on the local Radio stations to tell them about a lack of Changing Places in your area. Once you explain what they are and why they're important, you have the chance of reaching out to a wider audience. Check out your local radio station online and drop them an email. That's what Wendy did with BBC Radio Bristol!



Fundraising...

Fundraising by campaigners has proved very successful and has resulted in the commitment of Changing Places being secured.

Crowdfunder

Crowdfunder is a way of raising money and awareness for an idea or project through an organised campaign which allows people to pledging money to support your campaign in return for simple rewards from you.

In 2014, a team of campaigners in Worthing set up a Crowdfunder campaign which they labelled 'Spend a pound to help someone spend a penny' to raise funds for a much needed Changing Places in the town centre. As a result of the campaign which drew media attention, over £6,000 was raised to be used to furnish the facility. Find out more here www.crowdfunder.co.uk

The screenshot shows a Crowdfunder campaign page. At the top, there are navigation links: 'Add your project', 'Find a project', 'About Guides', 'Champions Campaigns', and a login prompt. The main heading is 'Worthing town centre Changing Places toilet', with a sub-heading 'A Community project in Worthing, West Sussex by Laura Moore'. Below this are tabs for 'Project home', 'Updates 10', 'Comments 5', 'Backers', and 'Message project'. The central text reads 'spend a pound to help someone spend a penny' with a gold coin and a blue icon of a person in a wheelchair. On the right, a summary box shows: 'Successfully overfunded on Nov 24, 2014', '£6,286 RAISED OF £3,000 TARGET', 'FROM 211 BACKERS IN 28 DAYS', 'PLEDGE £1 OR MORE', '28 backers so far', and 'PLEDGE £2 OR MORE'.

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Sponsorship

Cake sales, sponsored runs, wearing your pyjamas to work... the ideas of ways to raise money are endless and when you're doing it for a cause like Changing Places it's easy to get passionate about it. After all, going to the toilet is something we all have in common!

After missing a One Direction concert because of unsuitable toilets, a family in Scotland decided enough was enough and they would raise money for a Changing Places in their home town Arbroath, Angus. The family got together and raised money for their take on the Tour De France which they called the 'Loo Tour De Britain'! The sponsored bike ride took them 370 miles from Leeds to Arbroath and they raised £10,000 in the process. Using money from the families fundraising efforts, a Changing Places is now being installed and the family are planning to make fundraising for Changing Places an annual event.



A Picture Paints A Thousand Words...

Don't forget to take photos and share them. Why not think about capturing your journey including your struggles and the things that make it that little bit easier for you when it occurs. If you get sharing these, people will begin to understand some of the problems you face.

You can also share photos of the Changing Places facilities and the logo when you see it to help make it wider known and give places that have installed them the recognition they deserve.

Social Media is a great place to share these - if that's something you're comfortable with of course.

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As you can see there are a number of ways you can help to raise awareness and increase the number of Changing Places in the UK.

If you would like us to send you some flyers or would like to read more detailed information, support and stories of successful campaigns, please visit:

www.changing-places.org/get_involved

We need to make sure Changing Places toilets are installed in all public places and with your help, this could become a reality.

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Social Media

Facebook, Twitter, YouTube, Pinterest... it seems like everyone is talking online these days. That's because they are!

Social media has quickly become a powerful tool for campaigners and promoters.

Here are just a few ways in which Changing Places campaigners use social media

- Meeting people in a similar situation
- Sharing experiences – Good and bad!
- Finding out about new Changing Places
- Discovering alternative accessible facilities and locations
- Sharing petitions and advice

So whether campaigning or telling the world about your new Changing Places, you will be heard through social media!

To get you started, here are a few useful links for you to visit and perhaps join in the conversation

Facebook

Changing Places Page – Find out the latest Changing Places and accessibility news
www.facebook.com/pages/Changing-Places/300242193335506

Changing Places Forum – Closed group to have your say & share experiences
<https://www.facebook.com/groups/163286693848477>

Aveso Page – Follow news on new Changing Places and other toilet news
<https://www.facebook.com/AvesoCP>

Astor-Bannerman Page – Find information about disability equipment and news updates
www.facebook.com/AstorBannerman

OpeMed Page – Check out accessible equipment information and other interesting news
www.facebook.com/OpeMed

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Changing Places - @CP_Consortium
Aveso Page – @AvesoCP

Astor-Bannerman Page – @AstorBannerman

OpeMed Page – @OpeMed

#Hashtags

Use these hashtags across all platforms to follow and join in the conversations about all things Changing Places!

#ChangingPlaces

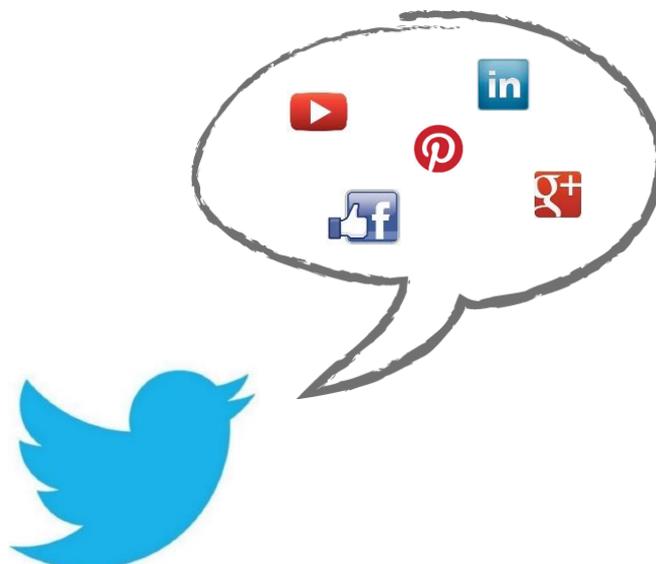
#ChangingFriendly

#CPCConf15

#CPTour

#ShowUsYourSignage

If you use Pinterest, LinkedIn, YouTube or Google+ you will also find Aveso, Astor-Bannerman and OpeMed are active here so just search for the names and get liking and sharing!



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Case Studies

Here are just a few recent UK Changing Places from Aveso

Premiere League Football Club

Following campaigning efforts and a 'can do' attitude, the Emirates Stadium committed to fully accommodate their disabled supporters making Arsenal FC the first Premiere League Football Club to install a Changing Places facility.

In 2014 the facility was announced as the 600th Changing Places at the Club's Premier League game against West Ham and was opened by Campaigns Assistant Leroy Binns and TV Personality Alex Brooker.



The Disability Liaison Officer for Arsenal FC told us *"We want all visitors to the Emirates Stadium to feel like they belong here and enjoy an equal match day experience without the stress that standard toilets can cause."*

Sheffield Hospital

With many Changing Places users often visiting hospitals for consultations and treatment across the country, it's important to have access to facilities which they are familiar with or have within their homes. So at a place where care is key, wouldn't it be great if more hospitals had Changing Places?

Sheffield Northern General Hospital have done just that and taken steps to ensure they can adequately provide the facilities and equipment needed for all their



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visitors and patients who require additional changing, washing and toileting assistance by calling upon Aveso to assist and install equipment in their modern Changing Places facility.
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 Email: **ChangingPlaces@mencap.org.uk** | Email: **info@aveso.co.uk**

Tesco Extra Supermarket

In 2014, the new Tesco Extra store in Stourbridge became the first Tesco store and the 2nd major UK Supermarket, after Asda in Sheffield, to incorporate a Changing Places facility for disabled shoppers and their families.

Following the equipment specification and installation by Aveso, an opening event was arranged to celebrate the occasion and people had a chance to try out the mobile changing bench and ceiling hoist.



The facility gives hope that other stores will follow and become more accessible. One supporter even said *"I would gladly change where I shopped to go to a Supermarket that had a Changing Places"*



Liverpool FC, Anfield Stadium



Marina Way, Hartlepool



Stansted Airport, London

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Signage

So a venue you have campaigned for has installed a Changing Places facility but how will people know where is it when they visit?

The Changing Places campaign launched a new symbol in 2006 for Changing Places toilets. The blue and white circular image has been designed to highlight the differences between a standard accessible toilet and a Changing Places toilet.

If a Changing Places toilet is installed which meets the minimum standards, they should use the Changing Places symbol on their signage. Using the Changing Places symbol will help families to easily identify that the venue has a toilet which meets their needs.

The Changing Places symbol should always be included alongside all the other men, women and standard accessible toilet symbols. These should be at the entrance to the public toilets, on all signage in the venues and on appropriate street / highway signage.

The list below is a guide for venues to consider where Changing Places signs are positioned.

Main Public Toilet Entrance signs are a real help to potential users and carers.

Door signage can be a basic Changing Places toilet door logo or you could show the Changing Places symbol and add the words "Changing Places Toilet" underneath.

Helpful signs inside the venue help to highlight all toilets including a Changing Places toilet.

Street signage inform family members and carers of this valuable facility.

Information signage outside of a facility can help to explain the difference between a Changing Places and a standard accessible toilet.

Health and Safety signage in the Changing Places toilet

Some venues have a "Guidance for Use" form which advises people how to use the facility and which in some cases forms part of the registration/membership process.

This can be adapted into a wall sign. See "Guidelines for the use of the Changing Places Toilet" in your Resource Index at the end of this document.

Other health and safety signs should include information showing the maximum manufacturers weight limit for the hoist and changing bench plus a reminder if the hoist needs

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to be returned to the charging point after use.

Some venues include additional information stating what a Changing Places toilet is and how people can gain access.



CHANGING PLACES TOILET

This facility is solely to support parents/carers of disabled people who require the use of a hoist, changing bench and /or centrally located toilet.

Parents/Carers are welcome to use this facility but must register with the attendant on arrival.

For full guidelines on using the Changing Places symbol check your Resource Index at the end of this document.

You can also find more detailed information on the Changing Places website [here](#) and we recommend you read this when organising signage for your Changing Places.

Graphics files suitable for sign makers can be requested by emailing changingplaces@mencap.org.uk.

As campaigners, we also ask that you keep an eye out for Changing Places logos when out and about. Why not take some photos and share them on Social Media using the hashtag [#ShowUsYourSignage](#). The more the logo is out there being seen and shared, the more widely known it will become.

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Registration

The Changing Places website has a searchable and [interactive map](#) which lists all Changing Places which have been registered.

Registration of Changing Places is extremely important as this is one of the primary places users will go when planning trips out. When facilities are listed with images and comprehensive information about the opening times, location, equipment and other information useful it becomes invaluable for user knowledge. It is also a great opportunity for additional promotion of your facility.



Changing Places A A reset

Home The campaign News Get involved Install a toilet **Find a toilet** Real life stories About us

Find a toilet » [Location search results](#)

Searchable map of Changing Places toilets

Search for a toilet near you

Current Location(s):

Map Satellite

Google

Region	Number of Toilets
North East England	49 toilets
North West England	79 toilets
Yorkshire and the Humber	107 toilets
East Midlands	63 toilets
West Midlands	44 toilets
East of England	59 toilets
London	49 toilets
South East England	70 toilets

National Register as found on www.changing-places.org

If you know of any Changing Places which aren't registered, please advise them to fully complete the Registration Form which can be found in your Resource Index at the end of this document. Additional copies can be obtained by emailing changingplaces@mencap.org.uk.

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Website Information

Having information about a venues Changing Places facility on their website is extremely important.

Many places advertise that they have accessible toilets on their websites, however these are very different to Changing Places toilets and don't always have the necessary facilities for families to enjoy a day out.

We recommend that they include the following to their website

1. Information about what a Changing Places toilet is and what the key features are – height adjustable changing bench, ceiling track hoist, enough space for more than one carer and say how to access the facility.
2. Explain clearly the need for carers to bring the disabled person's own sling and their radar key if that's the access process you choose etc.
3. Any access processes such as prior registration, collecting a key from an information point etc.
4. Information on when the Changing Places toilet is open for use.
5. A link to the website address for Changing Places (www.changing-places.org) could also prove helpful for those not familiar with Changing places toilets.

You can see good examples of Changing Places information on the following websites,

[East Midlands Airport](#)

[Nottingham City Council](#)

[Capital FM Arena](#)

The Changing Places logo may also be used on their website information pages or even Homepage to advertise this level of accessibility.

In addition to information on their website, it is also important for any staff at their venue to be aware of what Changing Places are and who they are for. This will help to avoid any unnecessary embarrassment from users.

Should you feel a venue is lacking this information on their website, please encourage them to include this explaining the importance.

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Useful Links

Below is a list of useful contacts and friends of Aveso and Changing Places who can help you with your Changing Places journey.

Changing Places Consortium

Tel: 020 7696 6019

Email: changingplaces@mencap.co.uk

Website: www.changing-places.org

Aveso Ltd

Sponsors of the Changing Places Campaign and manufacturers of Changing Places Equipment made up from [Astor-Bannerman \(Medical\) Ltd](#) and [OpeMed \(Europe\) Ltd](#). Providers of technical and on going Changing Places support and advice

Tel: 01242 822 979

Email: info@aveso.co.uk

Website: www.aveso.co.uk

Mencap

Charity working in partnership with people with learning disabilities and member of the Changing Places Consortium

Tel: 020 7454 0454

Email: campaigns@mencap.org.uk

Website: www.mencap.org.uk

Pamis

Charity working with people with profound and multiple learning disabilities and their families and member of the Changing Places Consortium in Scotland

Tel: 01382 385 154

Email: pamis@dundee.ac.uk

Website: www.pamis.org.uk

Astor-Bannerman (Medical) Ltd

Manufacturers of patient handling care and bathing equipment and one half of the Changing Places sponsor Aveso

Tel: 01242 820820

Email: info@astorbannerman.co.uk

Website: www.astorbannerman.co.uk

OpeMed (Europe) Ltd

Manufacturers of hoisting solutions and one half of the Changing Places sponsor Aveso

Tel: 01252 758858

Email: info@opemed.net

Website: www.opemed.net

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Centre for Accessible Environments

The UK's leading authority on inclusive design and member of the Changing Places Consortium team

Tel: 020 7357 8182

Email: info@cae.org.uk

Website: www.cae.org.uk

Disabled Living Foundation

Charity providing impartial advice and can give contact details for all DLF centres throughout the UK

Tel: 020 7289 6111

Email: helpline@dlf.org.uk

Website: www.dlf.org.uk

Euan's Guide

Disabled access review site for members of the public to share experiences and reviews

Tel: 0131 510 5106

Email: hello@euansguide.com

Website: www.euansguide.com

Visits Unlimited

Community Interest Company formed by families for families to help venues offer the best service for disabled visitors and families with disabled children and Changing Places champions

Tel: 01422 341578

Email: katie@visitsunlimited.org.uk / matt@visitsunlimited.org.uk

Website: www.visitsunlimited.org.uk

The Joshua Wilson Brian Tumour Charity

Changing Places supporter and charity helping children and families affected by brain tumours and/or post-surgery disabilities

Email: hello@joshwilson.org.uk

Website: www.joshwilson.org.uk

Accessible Derbyshire

The aim of Accessible Derbyshire is to bring together all the information you need to get out and about in Derbyshire and the Peak District in one place. They are also big supporters of Changing Places

Tel: 07876 592415

Email: info@accessiblederbyshire.org

Website: www.accessiblederbyshire.org

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Resource Index

In the following pages you will find useful documentation as outlined in this PR Pack.

Additional copies and electronic versions are available from Aveso Ltd and Changing Places

Changing Places

Address: Campaigns Dept
Mencap
123 Golden Lane
London
EC1Y 0RT

Tel: 020 7696 6019

Email: publications@mencap.co.uk

Website: www.changing-places.org

Aveso Ltd

Address: Unit 11F Coln Park
Andoversford
Cheltenham
Gloucestershire
GL54 4HJ

Tel: 01242 822 979

Email: info@aveso.co.uk

Website: www.aveso.co.uk

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Changing Places toilets registration form

Your name / contact details:

.....

Venue details

Name of venue:

Correspondence Name:

Type of venue:

Location/address of venue:

Postcode:

Contact details of venue to appear on map (Telephone / Email / Website):

.....

I am registering this toilet on the basis that it meets the Changing Places standards and I hereby certify that the information provided below is correct. (weblink)

Signature.....

(if send in by email, type name)

Equipment checklist

- Changing bench – (weblink)**
 - height adjustable
 - adult sized
- Hoist**
- Peninsular Toilet** (the toilet must be 1 m from the nearest wall to allow space either side for carers)
- A large bin for pads**
- A non-slip floor**
- A washbasin**
- Publicly accessible**

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- Space** (To fulfil the changing places minimum standard the toilet needs to be least 7m2 (adequate space for a disabled person when they are not in their wheelchair, their wheelchair and one or two carers). However, to fulfil the Changing Places Gold Standard the toilet needs to be at least 12m2). (weblink – for further information on the Changing Places Minimum Standard and the Gold Standard)

- 12m²

- 7m² plus (please specify) _____

If your toilet fails to comply with one of these features, please contact the Changing Places team to discuss.

Other facilities

- Emergency alarm
- Tear-off paper roll
- Privacy screen/curtain

Helpful information for people visiting the toilet

Security/ Access

- Toilet is locked on arrival

Please give details (i.e. Radar key, call ahead, key available from information desk etc):

.....

Hoist Characteristic

- Loop system
- Click system
- Ceiling system
- Mobile system (free standing)

Changing Bench characteristics

- wall mounted
- free standing

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Is the toilet within a managed setting?

- Yes
- No

Washbasin

- Height adjustable
- Fixed height

Signage

If it meets the criteria, would you like us to use our symbol on your door?

- Yes
- No

Location

Where is the toilet located (e.g. ground floor, part of a suite of toilets etc):

.....

Opening Hours

Please tell us the opening hours of this venue:

Monday till Friday:.....

Saturday/ Sunday:

Public Holidays:

Any further special additional features?

Please give any details you wish:

.....

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Photo

Please attach photos of the inside of the facility.

Are you happy for us to put this picture on the website?

- Yes
- No

Please return to changingplaces@mencap.org.uk or post to Changing Places, Campaigns Dept, Mencap, 123 Golden Lane, London, EC1Y 0RT.

Thank you.

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Guidelines for using the Changing Places symbol

When using in documents and in other materials please use the round blue version. For signage the square or round versions can be used. The symbol should not be reduced in size below 1cm. The recommended size for signage is 15cm in diameter.



 **PANTONE**
 Ref: 300
 C - 98
 M - 50
 Y - 0
 K - 0

Please do not alter the design or proportions of the symbol. The symbol has been produced by the Changing Places Consortium and has been tested by people who use Changing Places toilets.

DO NOT



Reduce the size of the graphic elements within the blue circle. The hoist and bench need to bleed off the edge of the circle.

Alter the layout of the graphic elements within the symbol.

Remove the lines between the figure and the bench.

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Guidelines for the use of the Changing Places Toilet

1. Before using the facility the parents/carers must register with the attendant and receive some basic information on the use of the equipment.
2. For health and safety reasons the users sling compatible with the loop system must be used. It is the carer's responsibility to satisfy themselves regarding compatibility. We do not supply slings for safety reasons.
3. Before use of the Changing bench please ensure that a protective paper sheet is placed on the bench and removed after use.
4. All soiled/disposable material should be placed in the sanitary bins provided.
5. Please take all soiled clothing away and under no circumstances should clothing be washed on the premises, as this will cause contamination.
6. It is the carer's responsibility to ensure the safety of the user at all times including use of the hoist and under no circumstances should the weight limit of the equipment be exceeded. For the hoist maximum weight is 30 stone and for the changing bench maximum weight is 21 stone.
7. In order to ensure the high quality of this service, it is necessary to report any damage or hygiene issues to the attendant immediately
8. After using the room please tell the attendant who will then check the facility and lock the room before the next user. In the interest of hygiene and safety please do not allow another user to enter the room unless requested to do so by the attendant.

Please note the hoist is not for independent use

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